



## BIG4 DOG POLICY Binding Agreement with the Dog Owner

Thank you for choosing to stay at **BIG4 Sunshine South West Rocks**. It is of our intent and goal to provide you with not only a wonderful and enjoyable stay with us, but also a safe and happy one.

In order to ensure the comfort, enjoyment and safety of all of the guests staying with us, we have established a set of rules to ensure that all dog owners take responsibility and will act responsibly in regard to the actions and behaviour of their dog.

Please note that all pets must be pre-approved prior to making a booking. Acceptance is always at the discretion of the Resort manager and such acceptance can be withdrawn at any time at their discretion if they believe staying is not in the best interests of the Resort or its guests. Please note that some breeds of dogs will not be accepted. Bookings can only be made by contacting the Resort directly (not through a website).

After reading the following policies you, as the guardian of the dog, are required to make a commitment that by signing this agreement you, and as such your dog, will be strictly bound by the stated conditions and rules.

**BIG4 Sunshine** allows a maximum of 5 dogs in the Resort at any one given time. Allocation of sites and/or areas of the Resort will be based on this. Pets are only permitted in specific Villas (Hideaway 10 and 11), sites and Ensuite Sites as approved by management of BIG4 Sunshine.

We do not accept pets over peak periods, holiday periods, long weekends and special events.

In consideration of the above I accept the courtesy extended by **BIG4 Sunshine** wherein I am allowed to keep my dog (**one dog only**) on the site/villa assigned to me. I hereby agree to abide by the following rules, terms and conditions and be bound by them in the event of non-adherence to any of these rules.

### Customer and Pet Information & Contract

Owner Name (s): \_\_\_\_\_

Dogs Name: \_\_\_\_\_

Breed: \_\_\_\_\_

Size of dog:     S / M /

Age of dog: \_\_\_\_\_

Last update: 15/02/2019

## Rules of occupancy with your dog

*Please be aware that failure to adhere to these rules you will result in being asked to leave the Resort immediately without refund or recourse (Note: These rules are the BIG4 minimum standards and requirements)*

- **The dog must be leashed at all times whilst not in your van or tent or other accommodation.** No exceptions. A leash must be no more than 2 metres in length. This includes no dog 'runs' to be set up.
- **The dog must be supervised at all times and never left unattended** including inside a tent or van or other accommodation.
- **For health and safety reasons dogs are not allowed in any common areas of the Resort** including: pool areas, games rooms, camp kitchens, amenities, playgrounds, reception or any public areas. (We will allow your dog to be tied up just outside the small camp kitchen near sites 203,204 & 205 for short periods of time, while you cook your meal.) You must have sight of your dog at all times while in this area.
- **For health and safety reasons dogs must not be washed or cleaned anywhere within the Resort** Additionally, any dog related accessories such as dog blankets, etc should not be washed or cleaned within the park.
- **Dogs are not to be walked around the Resort** except in designated areas or while exiting the park via the entrance/exit driveway. Parts of the perimeter of our resort are located on National Park. **It is forbidden to take dogs into the National Parks.** Our team strictly police this.
- **Dog owners are 100% responsible for picking up and disposing of their dog's or pet's waste**, in a sealed plastic bag and disposed of in designated bins.
- **Dog owners are personally responsible, and will be held to be so, for any and all personal injuries and/or property damage or losses** in relation to any actions by or because of their dog.
- **The dog owner must agree that the Resort owner/manager reserves the right to evict any guests whose dog is deemed noisy, disruptive, and aggressive or the subject of complaints from other guests.** It is the dog owner's responsibility to control and manage their dog. If in the view of the Resort management this has not happened to an acceptable level the owner and the dog may be evicted from the Resort, without prior warning or refund, immediately at the manager's discretion.
- **The dog owner must contact BIG4 Sunshine by phone** as it is at the managers' discretion to accept your dog in the park. Upon acceptance by the resort manager the **dog owner must then agree to and sign the BIG4 Dog Policy Dog Owner Agreement document.** It will not be possible under such rules to book with a dog on BIG4.com.au or BIG4Sunshine.com.au
- **Credit Card & PreAuth.** I understand that my credit card details will be kept on file for the duration of my stay. For Villa stays, your card will be charged a \$100 pre- authorisation, this will be returned to your card once the villa has been checked by our housekeeping team. If I do not adhere to the above rules and leave my site in an inhabitable state, where the operators need to spend time cleaning up my dogs waste and/or destruction (e.g. filling holes etc), my credit card will be charged.

• **Pets in cabins.**

- There is a \$30 cleaning fee\* and a \$10 fee per pet per day to stay in the villa, paid at the time of booking.
- Pets are not permitted on any furnishings inside the cabins.
- Please BYO bowls, bedding/ Pet cage, leashes and anything else your pet may need during their stay.

\* Additional fees above the \$30 listed above may be charged for any damage to BIG4 Sunshine Resort's accommodation, grounds or additional cleaning requirements caused by your pet, at the discrepancy of the BIG4 Sunshine Resort owners.

It is a condition of stay that Guests provide valid credit card details which will be held as security for the duration of your stay. The person registering as the Guest shall be liable for any loss or damage and will be deemed responsible for paying all charges associated with this booking and registered day visitors. Credit card details are automatically deleted following your stay.

By signing this form, you agree that:

- (a) Any charge for services to you and any outstanding amounts charged during your stay (including late check out fees); or
- (b) Any damage/loss to our accommodation or equipment in the Resort for which you your guests, pets or day visitors are responsible, not billed at time of departure, may be charged to the credit card. Lost keys will be charged at \$50 if not returned.
- (c) All day visitors must register at reception and pay the day visitor fee.
- (d) You, your guests and day visitors will abide by the Resort Rules printed on the reverse of the Resort Map provided to you upon check in & comply with the terms & conditions outlined on your confirmation provided at the time of booking including cancellation and refund conditions.
- (e) The primary purpose of Shipwreck Island is for children 12 and under. Teenagers and adults need to be mindful of this purpose and be aware that the speed at which they can launch themselves down the slides can be dangerous and it is unacceptable.
- (f) As a Parent/Guardian I agree to ensure my children and those of my guests and day visitors, obey all rules displayed on signage associated with all play and activity equipment, swimming pool and bike/scooter riding within the Resort. I accept responsibility for any misadventure resulting from disregard of these rules.
- (g) Any photos or video footage taken within the Resort which may include myself and/or my children may be used for purposes of publicity & marketing either by print or electronic means. If not, I shall inform the photographer at the time.
- (h) Should the number of guests on a site or in accommodation exceed that declared on your booking reservation we reserve the right to terminate your booking immediately without refund.
- (i) Management wishes to advice guests who engage in any recreational activity, on or near the Resort, that they do so at their own risk.
- (j) Where an accident has occurred within the Resort, please advise reception to ensure any relevant paperwork can be completed.

I have read, fully understand and agree to the terms of this agreement. I also agree to indemnify **BIG4 Sunshine**, its managers, operators and owners and their respective affiliates from all and any liability and/or damage or financial loss suffered as a result of any actions of or because of my dog.

**Signature Accepting Agreement:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Office Use only:**

**Security Bond / Pre-Authorisation**

Credit Card Details on file YES/NO

Pre-Auth Completed YES/ NO

Sighted Required Documentation Yes/No

Staff Members initials

Date checking out \_\_\_\_\_

Site Number: \_\_\_\_\_